

Clerical and Office Branch
Office Machine Operation Group
Communication Series

TRANSIT COMMUNICATION-DISPATCHER

08/00 (LBT)

Summary

Under direction, assign passenger routes to operators according to predetermined service needs; responsible for the operation of radio dispatching and monitoring of a sensor security system.

Typical Duties

Assign coaches according to route and passenger requirements. Involves: issuing orders for departure of coaches according to schedule; receiving and responding to radio calls from Coach Operators and field personnel; receiving telephone or radio reports of accidents, delays, equipment breakdowns, and other operating or maintenance difficulties; relaying information to and from maintenance section, Coach Operators and field personnel; dispatching extra vehicles and emergency personnel; recording calls and emergencies; complying with Federal Communication Commission (FCC) Rules and Regulations.

Establish driver and coach availability and assigns replacements as required. Involves: making extra-board assignments and replacing regular operators for vacation, absences or tardiness; advising drivers or changes in rules and regulations or other information pertinent to their work; inspecting drivers' appearance and physical condition prior to dispatch; notifying supervisor of problems concerning drivers and/or equipment; monitoring sensor security and fire alarm systems; maintaining log of scheduled runs, number of coaches, and names of drivers and time of departure; compiling list of available coaches; issuing record sheets, transfers and schedule cards to operators; performing clerical duties as assigned.

Perform related incidental duties contributing to realization of unit or team objective as required. Includes: substituting for supervisor or coworkers as qualified and within authorized limits by carrying out specified functions to maintain continuity of ordinary operations, if delegated; providing designated support for projects or activities overseen by higher-grade, non-supervisory personnel as instructed; explaining and demonstrating work performed to assist supervisor in orienting and training less knowledgeable employees; engaging in assignments pertaining to functions of other positions for training purposes under general supervision; maintaining awareness of occupationally related technological, legal, and methodological development; logging activities; preparing and submitting recurring or special status reports; keeping tools, equipment and work area orderly, safe and clean.

Minimum Qualifications

Training and Experience: Graduation from high school or G.E.D. plus two (2) years experience in the operation of public transit coaches or radio/telephone dispatching; or an equivalent combination of training and experience.

Knowledge, Skills and Abilities: Good knowledge of: City geography; coach routes and schedules; radio dispatching practices and procedures.

Ability to: make quick and sound decision based on established procedures; orally express oneself, clearly and concisely; follow a series of procedural steps; read and interpret street locators and maps; maintain an accurate log of activities; follow oral and written instructions; establish and maintain effective working relationships with fellow employees and the general public; perform clerical work; comply with FCC Rules and Regulations.

Special Requirement: Positions assigned duties which require a Commercial Driver's License (CDL) to operate vehicles on public thoroughfares, [or positions of a safety sensitive nature within Mass Transit], are subject to federal drug and alcohol testing regulations, which include pre-employment, post-accident, reasonable suspicion, random, return to duty and follow-up testing.

Physical Effort & Work Environment: Sitting for long periods; standing, walking and moving; lifting and moving items up to 20 pounds.

Director of Personnel

Department Head